

QUALITY OF SERVICE REPORT - NEW HAMPSHIRE

**FairPoint NNE
Monthly Service Quality Report**

Monthly Service Quality Report		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
Installation of Service															
1 Percent Installation orders appointed w/in 3 days	2007														93.60
	2008	90%				91.56	89.12	92.33							91.00
2 Percent Meet Installation Appointments	2007														97.40
Company Reasons	2008	90%				98.71	99.12	98.51							98.78
3 Total Held Orders on Hand - Month end	2007														27
	2008	track				14	11	14							13
4 Held Orders over 30 days	2007	6/mo.													2
	2008	*30/25/20				1	2	0							1
4a Average Delay Days	2007														12.13
	2008					6.54	11.78	10.38							9.57
5 Number of installation orders	2007														16,432
	2008					12,868	16,676	13,722							14,422
5a Access Line Inward Movement per ALIS - located	2007														64,785
	2008					3,967	3882	4370							12,219
Company Accessibility															
6 % Toll & Assist answer time within 10 seconds	2007														3.0
average speed of answer (seconds)	2007														94.8
% Toll & Assist answer time within 10 seconds	2008					1.2	1.4	1.5							1.4
average speed of answer (seconds)	2008					98	97.5	97.2							97.6
% Toll & Assist answer time within 10 seconds															
7 % Directory Assistance answer within 10 sec.	2007														3.7
average speed of answer (seconds)	2007														92.6
% Directory Assistance answer within 10 sec.	2008					2.7	2.1	2.1							2.3
average speed of answer (seconds)	2008					95.6	97.7	97.9							97.1
% Directory Assistance answer within 10 sec.															
8 % Repair Service answer within 20 sec.	2007														5.0
average speed of answer	2007														86.9
% Repair Service answer within 20 sec.	2008					7.0	5	6.2							6.1
average speed of answer	2008					93.00	92.3	85							90.1
% Repair Service answer within 20 sec.															
8a % of calls to a repair number that are abandoned	2007														1.4%
	2008					1.4%	1.3%	1.6%							1.4%
Network Call Completion															
11 Peak Period Central Office Performance	see separate report														
Customer Trouble Reports															
		Objective	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Cum.
12 Total Report Rate including subsequents	2007														1.85
	2008	2				1.25	1.17	1.97							1.46

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12a See Attachment 1 for list of exchanges >2.5

13 Percent Out of Service Cleared within 24 hours (Sundays excluded)	North South Ttoal	2007				68.86
		2008	85.07	85.16	69.26	79.83
		2008	86.53	85.17	88.80	86.83
		2008	85.75	85.17	76.76	82.56
14 # of Out of Service Cleared within 24 hours	North District South District Total	2007				4,751
		2008	1,808	1,727	2,829	2,121
		2008	1,613	1,375	2,314	1,767
		2008 track	3421	3102	5143	3,889
15a Average Completion Time for Repairs (hours)		2007	track			24.58
		2008	*27/25	16.23	17.04	20.25
15b Estimated Average Complition Time for Repair (hours) (Sundays excluded)		2007				21.30
		2008		14.02	14.97	16.88
16 Percent met repair appointments	North South total	2007				79.71
		2008		87.80	88.43	83.77
		2008	90%	89.41	87.76	89.47
		2008	* 78/80	88.61	88.10	86.62
ALIS		2,007				517,135
		2,008		470,222	464,350	456,916
						463,829

FairPoint-07-18-08-PUC SQL June 2008.xls

Held Orders > 30 days

Attachment 2
Item 4

Jan 2008	Feb 2008	Mar 2008	April 2008 Candia	May 2008 Candia Concord	June 2008 Somersworth Fitzwilliwms Raymond Nashua	July 2008	Aug 2008	Sept 2008	Oct 2008	Nov 2008	Dec 2008
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